

From: Peter Hassenstein
To: Microsoft ATR
Date: 1/24/02 5:17pm
Subject: Microsoft Settlement

Sir:

As an end user, there is a problem with Microsoft's monopoly of the operating system software that I believe has not been addressed in the negotiated settlement. This has to do with the constant "upgrades" of the Windows operating systems and the termination of support for those programs that are "phased out." Microsoft's policy is not to offer support or updates to any Windows system that is not the current one or the one immediately preceding it. In other words, Microsoft no longer supports Windows 95, Windows NT 4 or any earlier operating system software.

Since it has been ruled that Microsoft has the monopoly for PC systems, it is forcing the users to upgrade whether the customer wants to or not. I think that this is very unfair, and it should have been addressed in the settlement. From what I have been reading, there are at least two more upgrades by Microsoft in the development stage for their Windows systems. The consuming public will be forced to upgrade in order to obtain support and/or receive any updates. Not everyone has the extra \$ 100.00 to upgrade Windows every time.

Microsoft should be compelled to offer support as well as updates to the individual versions or releases of Windows for a period of no less than 7 years, and it should happen no more than once every two years. In this way, the consumer might be able to afford to keep ahead of this vicious cycle of "phasing out" support and updates to the operating system software.

Microsoft does not make the updating process easy for its users, and this as well has not been addressed. A user is unable to pick and download which updates to keep. There is no way for the PC user to download and save these updates for the operating

system on his computer. If one has to reformat and reinstall an older Windows operating system that is no longer supported, he/she is out of luck in obtaining the necessary updates. Soon Microsoft will "phase out" Windows 98, and there will be no way to get the necessary updates if one will have to reinstall that operating system. This also should be addressed by the court.

Of course, these would significantly increase the expenses for Microsoft to maintain the different Windows operating systems, but as a monopoly, there should be some sort of regulation on Microsoft to prevent it from compelling the personal computer user to constantly upgrade and pay such exorbitant prices for them.

At the present rate, the PC user is forced by Microsoft to upgrade about every two years in order to obtain the support and updates for their Windows operating system software. Of course, a consumer could choose to skip one release of Windows, but then he/she will be compelled to hop back on the upgrade train and pay the price every couple of years.

In conclusion, I would like to see the court address these two problems in the settlement with Microsoft:

- 1) Extension of the time for support and updates for each Windows release.
- 2) Make available separate updates needed for unsupported Windows releases and allow the user download and save them.

I apologize for not being able to write this very succinctly and better. Thank you.

Sincerely,

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